

FAQ: Chinese New Year Campaign 2021

Num.	Question	Answer																					
Q1	What is the Chinese New Year Campaign – Power of Joy?	PETRONAS Dagangan Berhad (PDB) has curated a bundle of offerings to spread joy and appreciation during this Chinese New Year celebration.																					
		For this campaign, we have several offers as listed below:																					
		<table border="1"> <thead> <tr> <th>No</th> <th>Kempen</th> <th>Tempoh</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Love Local: Local deals with every purchase of RM30 (https://lovelocal.com.my/)</td> <td>5th Dec 2020 – 31st Mar 2021</td> </tr> <tr> <td>2</td> <td>Chinese New Year Special Promotion Spend RM30 for PETRONAS Primax 95 with Pro-Drive or PETRONAS Primax 97 with Pro-Race at any PETRONAS stations. Customers will be eligible to receive RM1 off for purchases at Kedai Mesra. (https://lovelocal.com.my/)</td> <td>10th Feb 2021 – 28th Feb 2021</td> </tr> <tr> <td>3</td> <td>Promotion Mesra Store - Penjimatan di Luar Jangkaan</td> <td>1st Jan 2021 – 28th Feb 2021</td> </tr> <tr> <td>4</td> <td>Makan@Mesra: CNY Festive Makan@Mesra products</td> <td>10th Feb 2021 – 10th Apr 2021</td> </tr> <tr> <td>5</td> <td>Mesra Redemption: Redeem deals from Setel and stand a chance to win great prize</td> <td>5th Feb 2020 – 31st Mar 2021</td> </tr> <tr> <td>6</td> <td>Setel: Refer a friend and both will get RM30 ang pao when the friend purchases fuel worth RM30 at PETRONAS stations.</td> <td>2nd Feb 2021 – 31st Mar 2021</td> </tr> </tbody> </table>	No	Kempen	Tempoh	1	Love Local: Local deals with every purchase of RM30 (https://lovelocal.com.my/)	5 th Dec 2020 – 31 st Mar 2021	2	Chinese New Year Special Promotion Spend RM30 for PETRONAS Primax 95 with Pro-Drive or PETRONAS Primax 97 with Pro-Race at any PETRONAS stations. Customers will be eligible to receive RM1 off for purchases at Kedai Mesra. (https://lovelocal.com.my/)	10th Feb 2021 – 28th Feb 2021	3	Promotion Mesra Store - Penjimatan di Luar Jangkaan	1 st Jan 2021 – 28 th Feb 2021	4	Makan@Mesra: CNY Festive Makan@Mesra products	10 th Feb 2021 – 10 th Apr 2021	5	Mesra Redemption: Redeem deals from Setel and stand a chance to win great prize	5 th Feb 2020 – 31 st Mar 2021	6	Setel: Refer a friend and both will get RM30 ang pao when the friend purchases fuel worth RM30 at PETRONAS stations.	2 nd Feb 2021 – 31 st Mar 2021
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CHINESE NEW YEAR SPECIAL PROMOTION – RM1 E-voucher purchases at Kedai Mesra																							
Q2	Who can participate in this campaign?	This campaign is open to all customers who visit PETRONAS stations.																					
Q3	When is the campaign period?	10th of February to 28th of February 2021																					
Q4	Are all PETRONAS stations participating in this campaign?	Yes																					
Q5	How many e-vouchers will be availed throughout the campaign?	Only 80,000 e-vouchers of RM1 Cash e-Voucher for Kedai Mesra will be availed for redemption on a first come first serve basis.																					
Q6	How does the campaign work?	Customers need to purchase a minimum of RM30 for PETRONAS Primax 95 with Pro-Drive or PETRONAS Primax 97 with Pro-Race at any PETRONAS stations. Customer to scan the QR code at the station and will be directed to the Love Local website. (www.lovelocal.com.my) On the Love Local website, customer will have to select the RM1 Kedai Mesra e-voucher and upload the receipt to receive the offer																					

		<p>In order to redeem, customer need to enter the 4-digit Merchant Store Code: 9659 to get the unique code. Refer to Offer's How to Redeem to get Merchant Store Code</p> <p>Customer will need to copy the unique code and visit Pay's Gift landing page at https://privilege.paysgift.com/ . Customer are advise to fill up the form and key in the unique code to redeem the RM1 Kedai Mesra e-voucher.</p> <p>Upon clicking submit, customer will receive real-time SMS which contains the RM1 Kedai Mesra e-voucher.</p> <p>Present e-voucher and proof of purchase of RM30 on PETRONAS Primax 95 with Pro-Drive or PETRONAS Primax 97 with Pro-Race to the Kedai Mesra cashier to enjoy the discount.</p> <p>Cashier to scan the barcode or key in outlet code for to kill the e-voucher and for ISIS POS cashier would also need to press the barcode/speedkey for RM1 off that has been created for this campaign.</p> <p>If the items used to redeem are below RM1, the customer will not receive any balance from the amount of redemption. All items that are less than RM1 is considered RM1.</p> <p><i>*The redemption process for e-voucher is the same as the existing e-voucher processed at stations.</i></p>
Q7	How can customer get the information about this campaign?	Customers can get the information about the campaign through digital efforts such as PETRONAS Brands social media, MyMesra website and the QR code which will be used to communicate with customers during the Campaign Period.
Q8	Is Kad Mesra mandatory for the campaign?	No, customers are not required to have a Kad Mesra.
Q9	Which type of fuel is eligible for the redemption of the e-voucher?	Only PETRONAS Primax 95 with Pro-Drive and PETRONAS Primax 97 with Pro-Race eligible for the customer to redeem the e-voucher.
Q10	Is there any minimum spend required for the campaign?	<ul style="list-style-type: none"> • Customers are required to spend a minimum of RM30 on a single receipt, to be eligible for redemption of RM1 Cash e-Voucher for Kedai Mesra in Love Local website. • There is no minimum spending required for customers to redeem RM1 Cash e-Voucher for Kedai Mesra products, nonetheless for purchases less than RM1, it will still be considered as RM1.
Q11	How many e-vouchers would customer be entitled to for every min purchase of RM30?	For every purchase of RM30 in a single receipt, customers are eligible to redeem one (1) RM1 Cash e-Voucher for Kedai Mesra via Love Local platform.
Q12	If customer purchases fuel worth RM60 in a single receipt, will they get two (2) e-voucher RM1?	No. If customer purchases fuel for RM60 in a single receipt, they will still be entitled to only one (1) e-voucher only.

Q13	What kind of payment type is valid for the purchase of RM30 of petrol?	Customers can purchase a minimum of RM30 by Cash, Debit/Credit Card, and Setel apps only. Payment using SmartPay is invalid.
Q14	Is payment through SmartPay eligible to redeem the offer?	No. SmartPay payments are not eligible for redemption.
Q15	Is the offer valid for fuel redemption?	No. The e-Voucher can be redeemed in Kedai Mesra Only, except for cigarettes, prepaid top-up, Touch & Go and e-pay transactions. The RM1 Cash e-Voucher redemption for fuel, diesel and NGV is invalid.
Q16	If the items purchased are below RM1 in value, will the customer receive the balance?	No. Customers will not receive any balance if the items used to redeem the offer is less than RM1. All item that is less than RM1 is considered RM1.
Q17	It is valid to change e-voucher RM1 Kedai Mesra for cash?	No. The e-voucher is strictly not exchangeable for cash and no balance will be returned if purchase value is below the e-voucher amount.
Q18	Is the offer valid for PETRONAS Staff?	Yes. PETRONAS Staff is entitled to the offer.